

Funeral Service Licensee Complaint

- Complete all sections
- Attach a statement describing your complaint
- Sign, date, and submit

Complainant Information

COMPLAINANT'S NAME		HOME TELEPHONE NO. ()
STREET ADDRESS		WORK TELEPHONE NO. ()
P.O. BOX (IF ANY)		FAX NO. ()
CITY	STATE	ZIP CODE

Licensee/Business Information

LICENSEE'S NAME		HOME TELEPHONE NO. ()
BUSINESS NAME		WORK TELEPHONE NO. ()
STREET ADDRESS		FAX NO. ()
P.O. BOX (IF ANY)		
CITY	STATE	ZIP CODE

Communications

If you answer "Yes" to either of the following 2 questions, please provide details in your complaint.

Have you attempted to resolve your complaint with the licensee/business? ☐ **Yes** ☐ **No**

Did you advise the licensee that you were considering filing a complaint with the Board? ☐ **Yes** ☐ **No**

Complaint Description

Attach a statement describing your complaint. Be specific. Describe what work the licensee was hired to perform, the problem(s) encountered, who else is involved (*names, addresses, telephone numbers*), specific dates, and details. Include copies of contracts and any other information that you believe will support your complaint. If submitting photographs, be sure they are in color or colored photocopies.

Remedy Requested

Please specify the remedy or result you are requesting from the Board

Note: Washington State laws do not grant the Board authority or jurisdiction over civil matters (*such as fees charged or contract disputes*). On those issues, it is suggested that you consult legal advice.

Signature

I certify (*or declare*) under penalty of perjury under the laws of the State of Washington that the foregoing and any attachments to this document are true and correct.

Signature **X** _____ Date _____

Printed Name _____ County _____

Funeral Service Licensee Complaint Information

Q: What constitutes a valid complaint?

A: If you believe a funeral service licensee has violated the laws relating to Funeral Directors or Embalmers or the Board's rules (*Washington Administrative Code*), you may file a written complaint with the Board. The Board can initiate its own complaint against licensees for unlicensed practice after receiving information from credible sources.

Q: How do I file a complaint against a funeral service licensee for unlicensed practice?

A: Complete, sign, and submit this complaint form, along with any supporting information you might have, to the Board office. The more specific the information and documentation you can provide, the better it will be to evaluate the complaint. You may also send a signed and dated letter stating your complaint or concern.

Q: What happens after a complaint is received?

A: The Board will notify the person of the complaint filed against them and request a response. The complaint is assigned to one of the board members for review who will make the determination as to whether the complaint is within the Board's jurisdiction. If so, what violation can be identified and if an investigation be conducted. The investigator acts as an impartial, fact-finding third party and does not "represent" you (the complainant), the Board, or the licensee.

After all the facts and evidence of the case have been gathered, the information is reviewed and evaluated by the reviewing board member, who then makes further determinations. If the evidence shows there was no violation of the laws or rules, the case is dismissed. If the evidence shows that violations have occurred, the board member will recommend disciplinary action. The Board has a wide range of sanctions available to it, depending on the severity of the violations, including a letter of warning, a reprimand, levying a fine, suspension or revocation, or any combination of the above.

Q: How long does an investigation take?

A: There is no set time frame. Fairly straightforward complaints may be resolved within six months. More complex and difficult cases may take much longer. Many factors influence how quickly a case can be resolved. These include caseload, complexity of the case, budgetary constraints, and how readily an investigator can get the needed information.

Other Alternatives

A number of other resources are available to you as an aggrieved consumer. The agencies and offices listed below represent a partial list of those that may be helpful to you if you wish to seek a refund or adjustment to the charges, or if a licensing board does not have jurisdiction over your complaint.

- The Better Business Bureau
- Legal Aid Centers
- District Attorney's Consumer Affairs Offices
- Small Claims Court (an attorney is not necessary)
- Attorney General's Office of Consumer Affairs
- Professional Associations